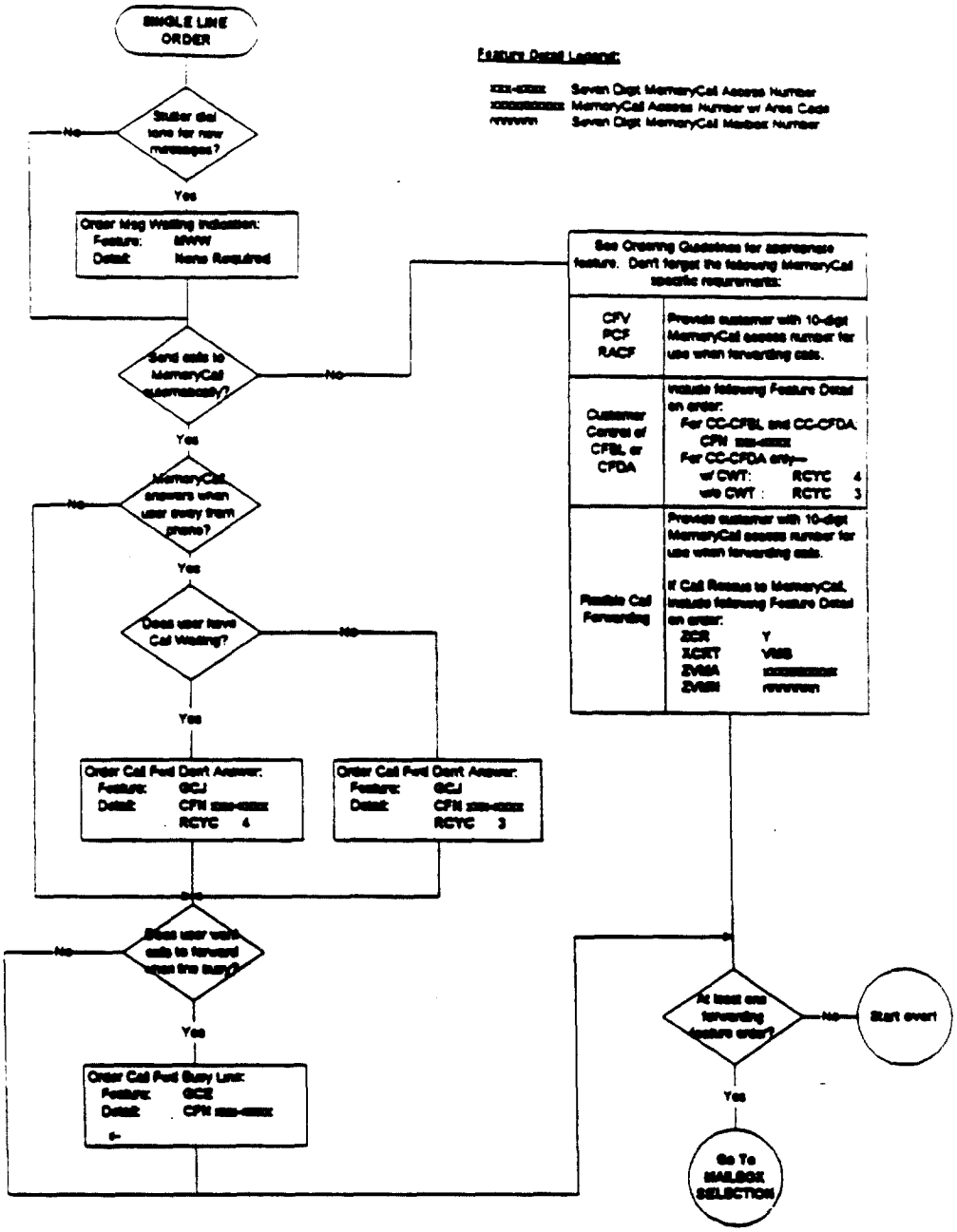
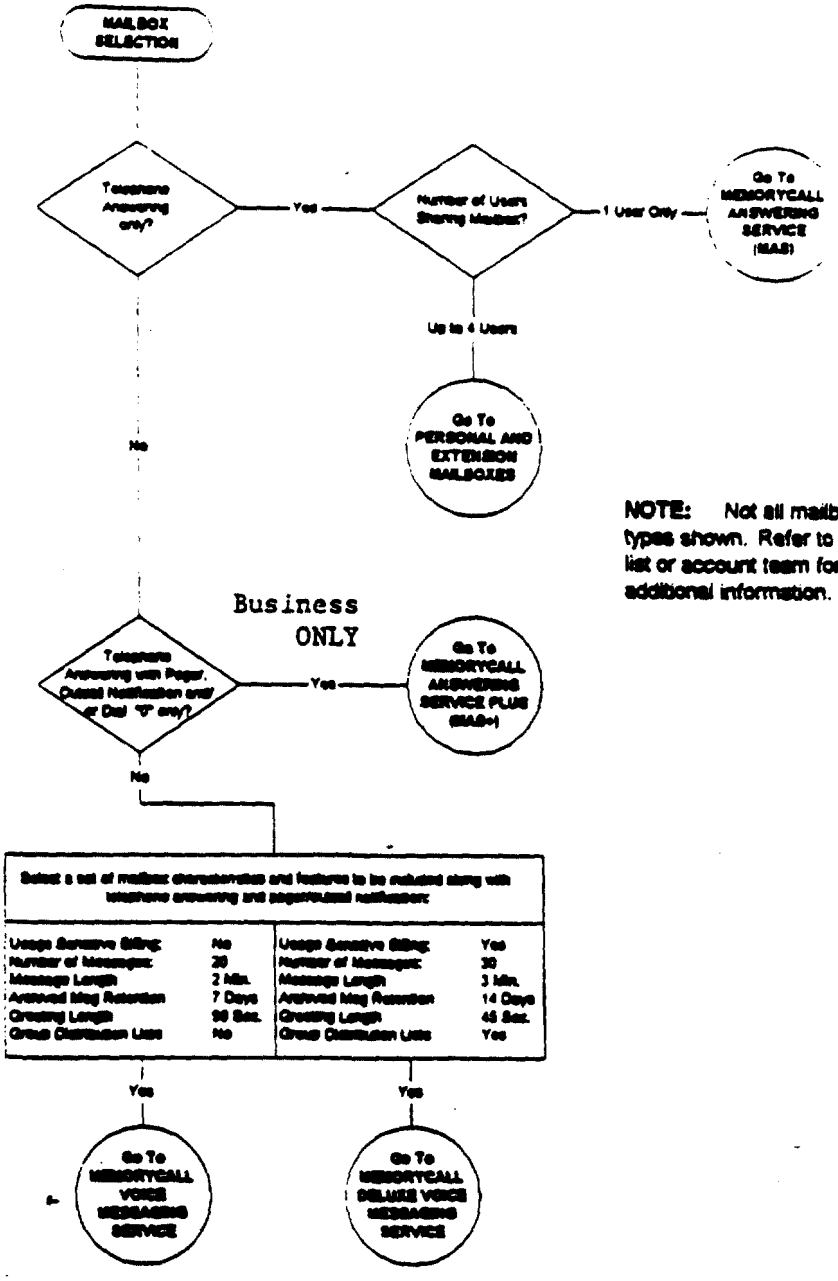


Figure 3 Order Flow — Select Switch Features

RESTRICTED
Contains Private And/Or Proprietary Information.
May Only Be Used For Authorized BellSouth Business Purposes
And Only By Authorized Individuals.



NOTE: Not all mailbox types shown. Refer to price list or account team for additional information.

Figure 4 Order Flow — Select Mailbox Type

Contains Private And/Or Proprietary Information.
May Only Be Used For Authorized BellSouth Business Purposes

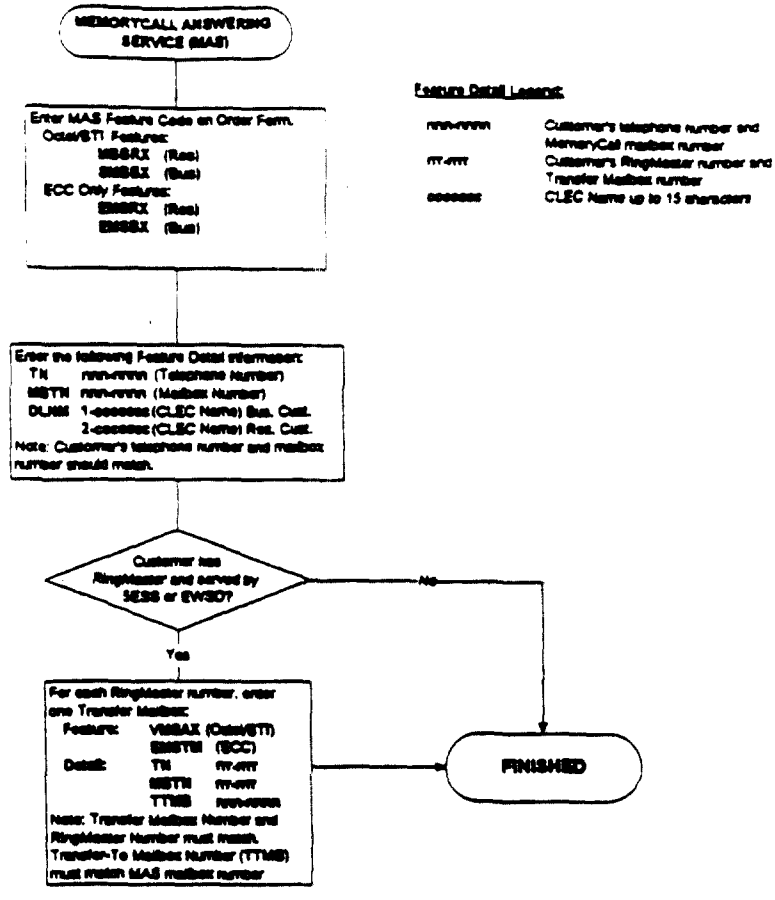


Figure 5 Order Flow — MemoryCall® Answering Service Mailbox

RESTRICTED
Contains Private And/Or Proprietary Information.
May Only Be Used For Authorized BellSouth Business Purposes
And Only By Authorized Individuals.

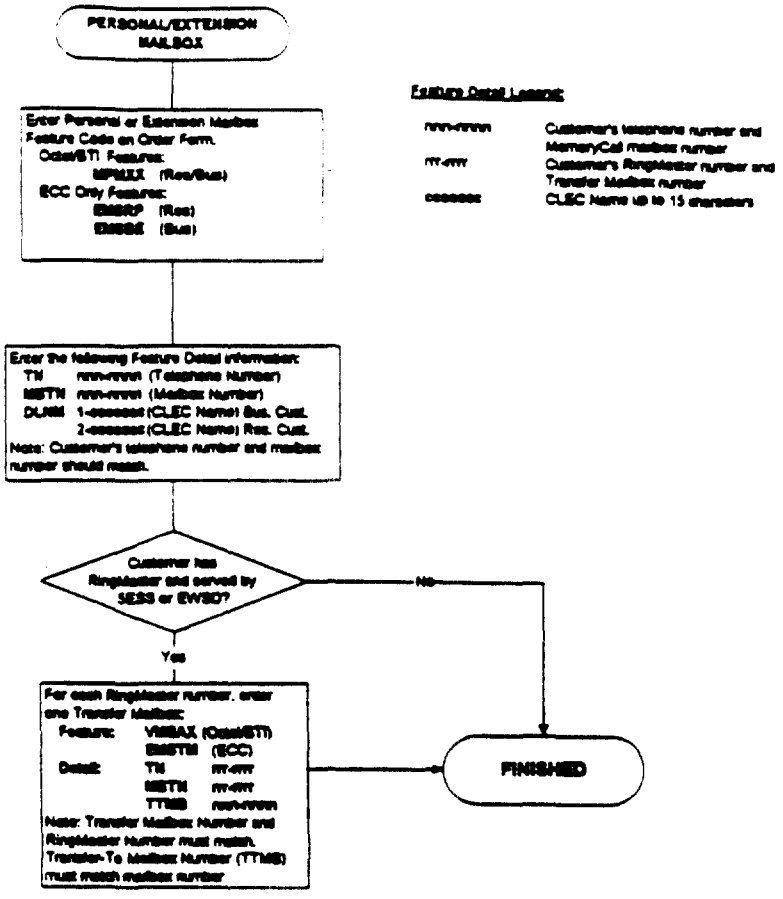


Figure 6 Order Flow — MemoryCall® Answering Service–Personal/ Extension Mailbox

Contains Private And/Or Proprietary Information.
May Only Be Used For Authorized BellSouth Business Purposes
And Only By Authorized Individuals.

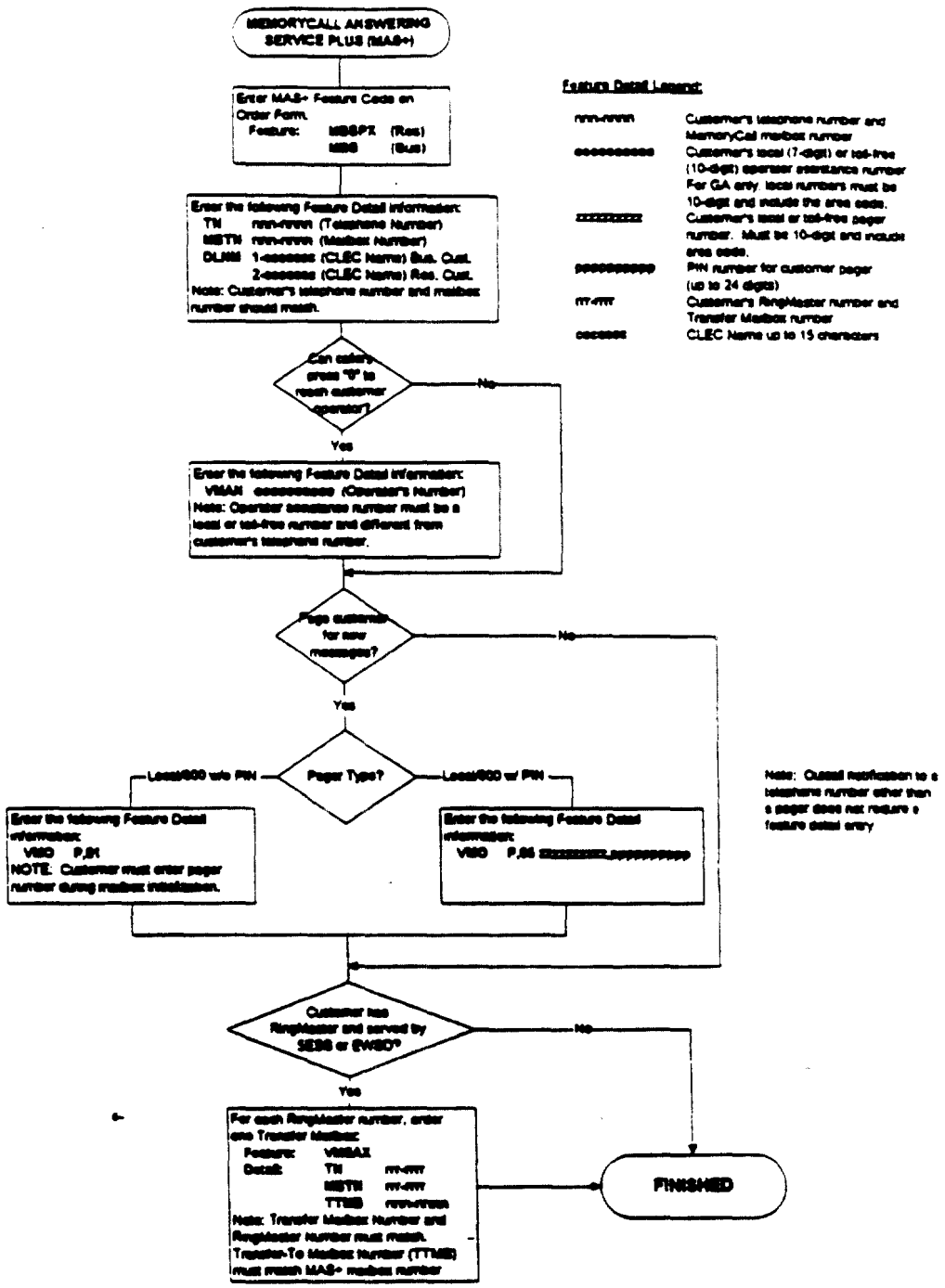


Figure 7 Order Flow — MemoryCall Answering Service Plus Mailbox

RESTRICTED
Contains Private And/Or Proprietary Information.
May Only Be Used For Authorized BellSouth Business Purposes
And Only By Authorized Individuals.

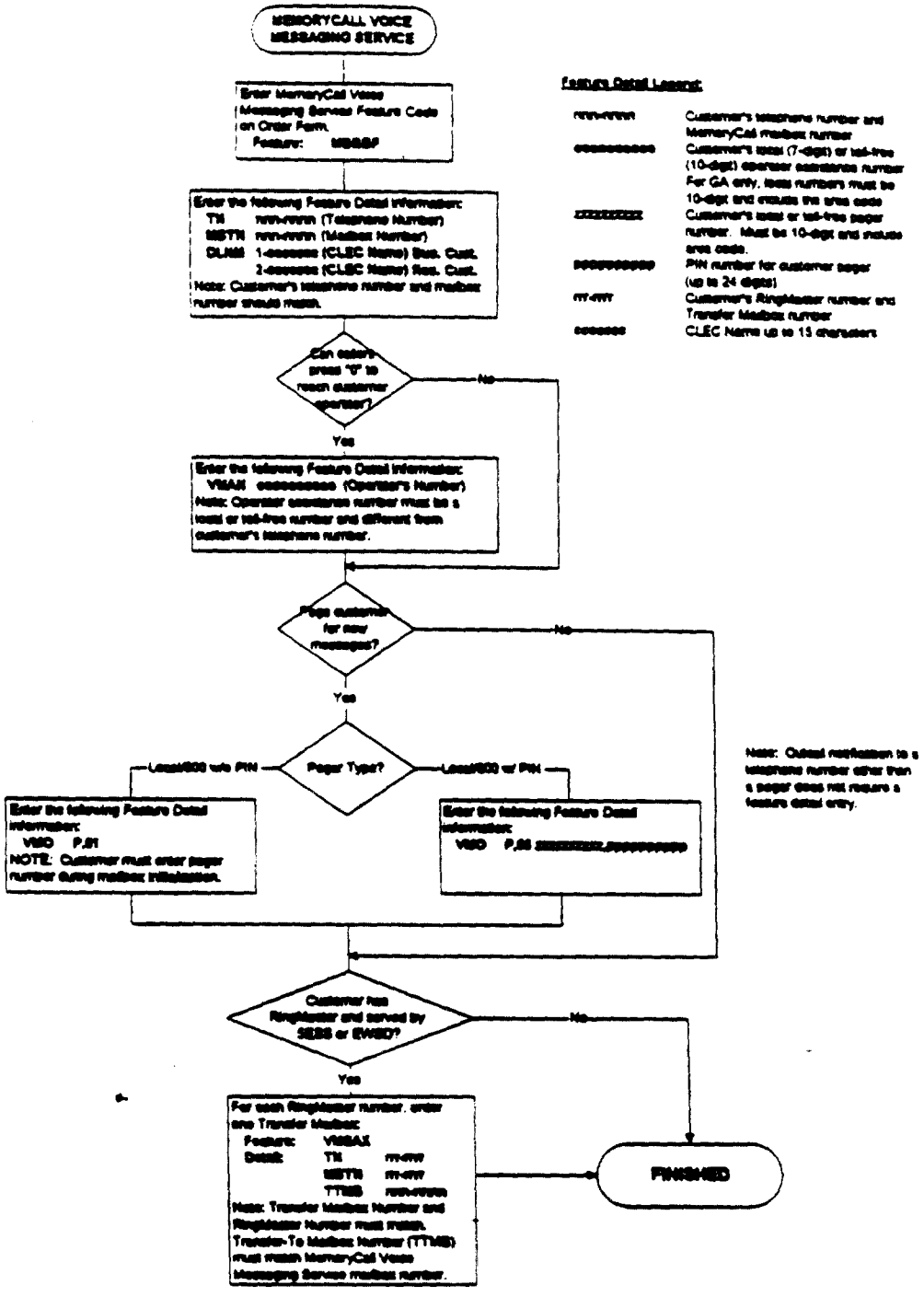


Figure 8 Order Flow — MemoryCall® Voice Messaging Service Mailbox

Contains Private And/Or Proprietary Information.

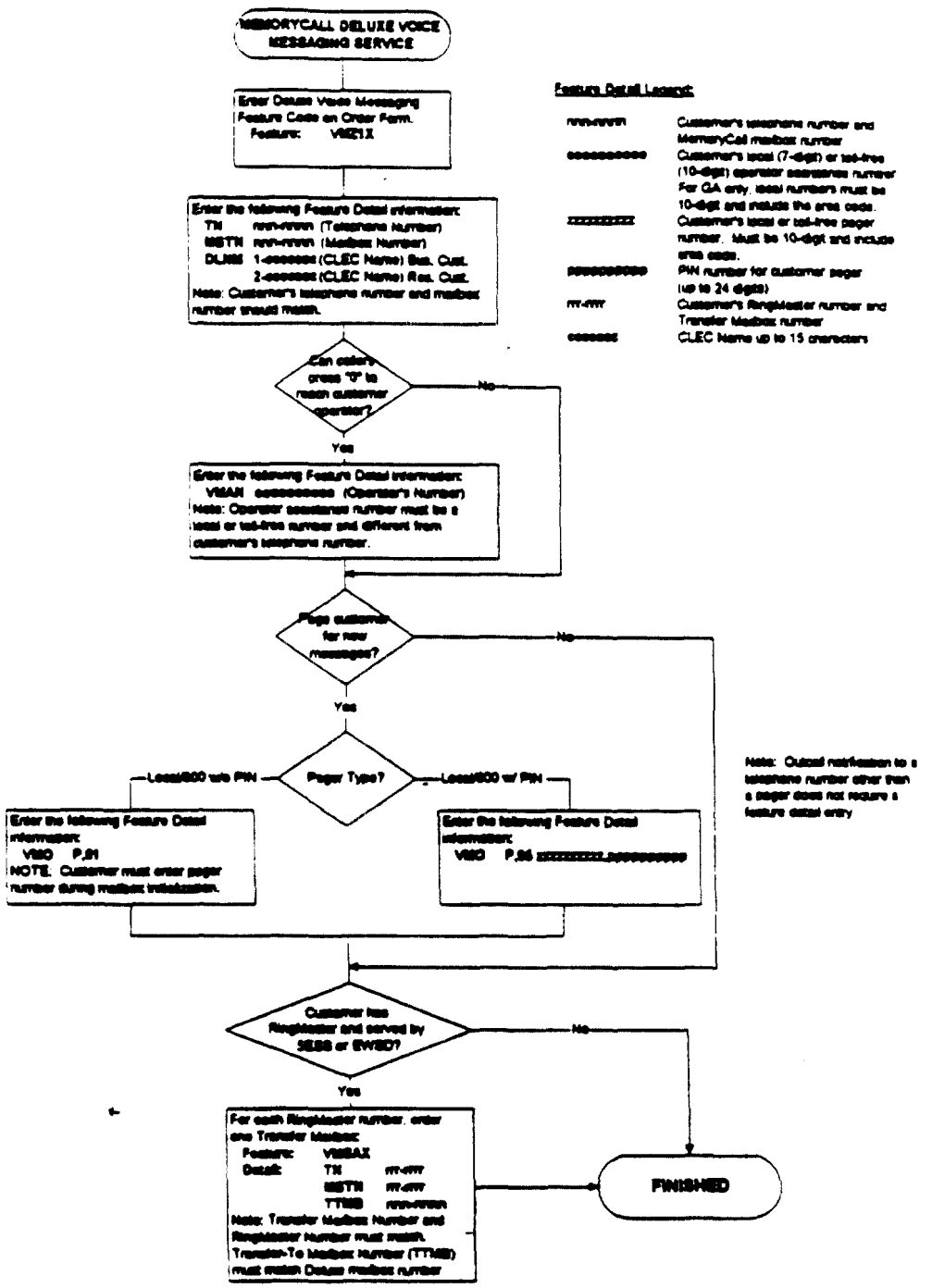


Figure 9 Order Flow — MemoryCall® Deluxe Voice Messaging Service Mailbox

RESTRICTED
Contains Private And/Or Proprietary Information.
May Only Be Used For Authorized BellSouth Business Purposes
And Only By Authorized Individuals.

5. Customer Education

5.1 MemoryCall® Customer Education

Customer Education and Training Material for MemoryCall services are not available.

Contains Private And/Or Proprietary Information.
May Only Be Used For Authorized BellSouth Business Purposes

RESTRICTED

Contains Private And/Or Proprietary Information.
May Only Be Used For Authorized BellSouth Business Purposes
And Only By Authorized Individuals.

6. MemoryCall® Answering Service Mailbox

6.1 Mailbox Description

MemoryCall® Answering Service is the most common MemoryCall® mailbox offering. It provides telephone answering and message recording service for the customer. With appropriate switch features, the service can answer a call when the customer is unable to take the call or already on the telephone. A greeting in the customer's own voice can be played to the calling party and a message recorded.

When the customer picks up the telephone receiver, he/she is notified that a message is waiting via stutter dial tone. Using special CPE, customers can also obtain a visual or lamp indication that messages are waiting. Messages are replayed in the caller's own voice. MemoryCall® Answering Service notes the time and date when a message was recorded.

6.2 Feature Descriptions

MemoryCall® Answering Service is a basic voice mailbox service with telephone answering capability. The following features are included with most MAS mailboxes. Refer to the Feature Summary Chart in the next section for any variations due to service platform (e.g., Octel, BTI or ECC).

- **Telephone Answering** — Answers incoming calls forwarded from customer lines. Calls may be forwarded because the customer is unavailable, on the telephone, or the customer has temporarily forwarded all calls to MemoryCall® service.
- **Personalized Greeting** — Customers can record a personal or company greeting which is heard each time a caller reaches the mailbox. The greeting can be changed at any time by the customer. Callers can skip over this greeting if they wish.
- **Message Recording** — Allows a caller to leave a message in his/her own voice for the customer.
- **Caller Prompting (Octel and ECC only)** — At the end of a greeting, the caller can be prompted to hang up or press a "#" or "1" for more options. These options give the caller additional control over message recording including the ability to listen to their message, erase and rerecord their message, or cancel the message entirely. Prompting is not automatic and the caller must be told that options exist by the customer in his/her greeting.
- **Caller Specified Urgent Delivery (ECC only)** — During Caller Prompting, a caller can specify Normal or Urgent delivery of their message. Urgent messages are available for review by the customer before normal delivery messages. Messages not marked urgent are reviewed in the order in which they were recorded.
- **Message Review and Retrieval** — Allows the customer to retrieve and review telephone answering messages at any time from any touchtone–capable phone. Retrieval and review options are:

Contains Private And/Or Proprietary Information.
May Only Be Used For Authorized BellSouth Business Purposes

- *Playback* - While listing to a message, the customer, by using the appropriate keys, may rewind to the beginning of a message; forward to the end of a message; pause or resume playback; or increase the volume or speed of message playback.
- *Envelope Information* - Allows the customer to hear the date and time a message was recorded and how long it is.
- *Skip* - The customer my skip to the next message at any time by pressing one key. Any messages that are skipped remain for review later.
- *Cancel* - The customer may cancel message review at any time while listening to messages.
- *Replay* - At the end of a message, the customer can replay that message in its entirety.
- *Delete or Save* - When the customer has listened to a message, he/she may erase it or save it for a predetermined number of days. Saved messages can be reviewed and deleted or re-saved anytime during the archive period.

- **Password Security** — Requires the customer to enter a password to retrieve messages. Customers can change passwords whenever they wish.
- **Message Waiting Indication (optional feature)** — Message Waiting Indication (MWI) can be put on the customer's line. This feature provides stutter dial tone when messages have been left in the customer's mailbox. Stutter dial tone is turned off after the customer listens to all new messages in his/her mailbox.
- **Reminder Feature (BTI and ECC only)** — Helps customers remember special events or appointments. Customers can program MemoryCall® to contact them with a self-recorded message at a specific date and time in the future. At the time specified, MemoryCall® dials the customer's telephone number and plays the special message to the answering party. If no one is available to answer the call, the message is placed in the customer's mailbox for retrieval later.
- **AutoSave (ECC only)** — If a customer skips over a message, it is automatically archived or saved for review at a later date. Messages heard using the AutoPlay feature are also saved right away by ECC. In the Octel or BTI, a customer must listen to an entire message and press "9" or "2" respectively to save the message.
- **AutoPlay (ECC only)** — Speeds up message retrieval. Customers press "1 - 1" at the main menu to use this feature. The ECC then plays through all new messages without stopping. AutoPlay messages are automatically saved for later review or deletion by the customer. At home or the office, a speakerphone can be used to listen to messages.
- **Easy Access (BTI and ECC)** — Simplifies message retrieval. Customers who can't remember the MemoryCall® access number can retrieve messages by calling their home or business number when no one is there to answer the phone. The customer's call forwards to MemoryCall® service and the personal greeting is heard. To enter

RESTRICTED
Contains Private And/Or Proprietary Information.
May Only Be Used For Authorized BellSouth Business Purposes
And Only By Authorized Individuals

the mailbox, the customer just presses "*" during the personal greeting and enters his/her password.

- **Extended Help (ECC only)** — Customers can get additional help and tips when accessing their mailboxes. Customers can dial "0-0" to hear helpful tips or "0-0-0" to replay the initial tutorial

6.3 Features not available with MemoryCall® Answering Service

The following features are not available with MAS mailbox offerings. The customer must change to a MAS+, Personal, Deluxe Voice Messaging, or some other mailbox to receive these benefits.

- Extended Absence Greeting;
- Dial "0" For Operator (aka., Return to Attendant);
- Pager/Outcall Notification (aka., Special Delivery);
- Sub/Extension Mailboxes;
- Guest and Home Mailboxes;
- Prompt Level Control;
- Control of Message Waiting Indication; and
- Voice Mail/Messaging Capabilities Including
  - Delivery Options,
  - Future Delivery,
  - Group Distribution Lists, and
  - REPLY and SEND COPY During Message Review/Retrieval.

6.4 Feature Summary Chart

The following chart compares features for MemoryCall® Answering Service (MAS) based on the vendor platform serving the customer.

Table A MemoryCall® Answering Service Feature Matrix

FEATURE	OCTEL	BTI	ECC
Telephone Answering	YES	YES	YES
Voice Mail/Messaging	NO	NO	NO
Personal Greeting	YES	YES	YES
Extended Absence Greeting	NO	NO	NO
Max. Greeting Length	45 Seconds	45 Seconds	2 Minutes

- continued -

Contains Private And/Or Proprietary Information.
May Only Be Used For Authorized BellSouth Business Purposes
Any Copy Or Disclosure Subject To

Table A MemoryCall® Answering Service Feature Matrix (continued)

Max. Number of Messages	30 Messages	30 Messages	30 Messages
Max. Message Length	2 Minutes	2 Minutes	2 Minutes
Caller Prompting	YES (not automatic)	NO	YES (not automatic)
Caller Specified Urgent or Private Delivery	NO	NO	Urgent
Retention of New Messages	14 Days	14 Days	14 Days
Retention of Saved Messages	3 Days for Res Customers 5 days for Bus. Customers	3 Days for Res Customers 5 days for Bus. Customers	5 Days
Digits in Password	5 to 15 Digits	5 to 10 Digits	4 to 7 Digits
Temporary Password Required for Initialization	YES	YES	NO
Sub/Extension Mailboxes	NO	NO	NO
Home/Guest Mailboxes	NO	NO	NO
Outcall/Pager Notification	NO	NO	NO
Future Delivery	NO	NO	NO
Group Distribution Lists	NO	NO	NO
Dial "0" for Operator	NO	NO	NO
Prompt Level Control	NO (1 level)	NO (1 Level)	NO (1 Level)
Message Waiting Control	NO	NO	NO
Speed Control During Message Review	YES	NO	NO
Volume Control During Message Review	YES	NO	YES
Reminder Feature	NO	YES	YES
Easy Access	NO	YES	YES
AutoSave	NO	NO	YES
AutoPlay	NO	NO	YES

RESTRICTED
Contains Private And/Or Proprietary Information.
May Only Be Used For Authorized BellSouth Business Purposes

6.5 Operating Instructions

The following pages contain instructions for accessing a MemoryCall® Answering Service mailbox and performing various administrative activities. Operating instructions for Octel, BTI and ECC platforms may vary. Be sure you know which vendor platform serves the customer when answering questions or discussing a trouble report.

6.5.1 Accessing A MemoryCall® Mailbox:

Before listening to messages, recording a greeting or performing administrative tasks, a user must first access his/her MemoryCall® service mailbox. The way in which users connect to a mailbox will vary depending on the location from which they are calling. A touchtone-capable telephone is required in order to access and administer a MemoryCall® mailbox.

To begin with, the user must dial the MemoryCall® access number. This number is different from a mailbox number. The MemoryCall® access number is the lead number of the multiline hunt group connecting a customer's central office switch to the MemoryCall® platform. The MemoryCall® access number is used in two ways:

- customer lines are forwarded to the access number in telephone answering applications, and
- customers dial the access number to get to their mailbox when retrieving messages, changing options or greetings, or performing other administrative tasks.

6.5.1.1 Calling From A Line Equipped With a Mailbox:

WARNING

Customers whose mailbox number and telephone number do not match should follow the instructions in the next section. This includes customers with non-integrated service (e.g., using a Surrogate Client Number).

When a customers calls in for messages, MemoryCall® looks at the number from which the call is placed. If the calling number matches a mailbox number, MemoryCall® assumes the caller is a customer and speaks the recorded name for the mailbox. MemoryCall® then prompts the caller for a password. Use the following steps to access MemoryCall® when calling from a telephone line equipped with a mailbox (e.g., from home or office):

1. Dial The MemoryCall® Service Access Number.
2. Listen To The Recorded Name.
3. At The Prompt, Enter The Mailbox Password.
4. Listen To The Main Menu.

Contains Private And/Or Proprietary Information.
May Only Be Used For Authorized BellSouth Business Purposes
And Only By Authorized Individuals.

Example: Customer dials the MemoryCall® access number from his home to retrieve messages:

1. Ring...Ring... *"John Doe. Please enter your password."*
2. John enters his password and hears the Main Menu.

WARNING

Customers who block delivery of their number (e.g., *67 per call or per line Calling Number Delivery Blocking) before calling the MemoryCall® access number will not hear their recorded name. Instead, these customers will hear the standard system greeting and must follow instructions in the next section — *Calling From A Line Not Equipped With a Mailbox.*

6.5.1.2 Calling From A Line NOT Equipped With a Mailbox:

Customers calling from a telephone line not equipped with a mailbox do not hear their recorded name. Instead, these customers will hear the standard system greeting. This is also true for customers with non-integrated service using Surrogate Client Numbers.

To access a mailbox, the customer must press the star ("*") key after hearing the system greeting and then enter their mailbox number. MemoryCall® speaks the customer's name after a mailbox number has been entered and then asks for a password.

The following steps apply to customers when calling from a telephone line not equipped with a mailbox or to non-integrated users.

1. Dial The MemoryCall® Service Access Number.
2. Listen To The Standard System Greeting.
3. Press "*".
4. Enter A Mailbox Number.
5. Listen To The Recorded Name.
6. At The Prompt, Enter The Mailbox Password.
7. Listen To The Main Menu.

Example: Customer dials the MemoryCall® access number from a pay telephone:

- Ring...Ring... *"Hello, you have reached BellSouth's MemoryCall® Servic To listen to your messages, press star "*" now. Or, to leave a message for the person you are calling, enter their telephone number now. Than You."*
- Customer enters "*" and hears *"Mailbox number please."*

RESTRICTED
Contains Private And/Or Proprietary Information.
May Only Be Used For Authorized BellSouth Business Purposes
And Only By Authorized Individuals.

- Customer enters seven digit mailbox number.
- Customer hears *"John Doe. Please enter your password."*
- John enters his password and hears the Main Menu.

Note: The actual text of the standard system greeting may be different depending on the platform accessed by the caller. However, the standard system greeting will always instruct callers to 1) press "*" if they have a mailbox on the system or 2) enter the number of the party they are trying to reach.

6.5.1.3 Easy Access...A Third Method

Customers don't always remember the MemoryCall® service access number. If these customers are served by an ECC or BTI platform, an "Easy Access" method is available.

With Easy Access, the customer merely dials his/her own telephone number. When the call forwards to MemoryCall®, the customer can press the "*" key during the personal greeting to be prompted for a password. Customers must have their line forwarded to MemoryCall® for this access method to work. Call Forwarding Busy Line and Call Forwarding Don't Answer are both recommended for customers who use Easy Access.

This access method also works for non-integrated customers who choose to call the Surrogate Client Number associated with their mailbox. The following steps apply to customers whose MemoryCall® service supports the Easy Access Feature:

1. Dial The Home/Office Number Equipped With A Mailbox.
2. Call Forwards to MemoryCall®. Listen To Personal Greeting.
3. Press "*" During Greeting.
4. Listen To The Recorded Name.
5. At The Prompt, Enter The Mailbox Password.
6. Listen To The Main Menu.

Example: Customer dials his home number. Call forwards to MemoryCall®:

- Ring...Ring... *"Hello, you've reached the Smith household.....*
- Customer enters "*" and hears *"John Doe. Please enter your password."*
- John enters his password and hears the Main Menu.

6.5.2 Initializing a Mailbox:

Before using MemoryCall® service, each customer must initialize his/her mailbox. Messages will be recorded in a mailbox prior to initialization. However, callers will not hear a personal greeting or the customer's name when leaving a message if the mailbox has not been initialized. In addition, customers cannot listen to stored messages until they have completed this initialization step.

Contains Private And/Or Proprietary Information.
May Only Be Used For Authorized BellSouth Business Purposes
And Only By Authorized Individuals

To initialize a MemoryCall® mailbox, customers must follow instructions provided with their customer education material. In general, mailbox initialization requires the following steps:

1. Call The MemoryCall® Access Number From The Line Equipped With The Mailbox.
2. Enter The Temporary Password For The Mailbox.
3. Enter A New Permanent Password.
4. Record A Name For The Mailbox.
5. Record A Personal Greeting.
6. Listen To The Tutorial On Mailbox Operation.

After initialization, the customer will hear the Main Menu and can listen to messages or perform other administrative tasks.

Note: Customers can initialize their mailbox when away from their home or office. However, they must press "*" and enter their mailbox number after calling the access number and before entering their temporary password.

Note: Customers served by ECC platforms do not need a temporary password to initialize their mailbox. These customers merely dial the access number to set up their mailboxes. The mailbox tutorial and initialization process starts automatically the first time the customer makes a direct call to MemoryCall® service. During initialization, customers must establish a permanent password for use going forward. After the mailbox is set up, a password will always be required before listening to messages or changing greetings.

6.5.3 Main Menu Choices

The following chart compares the main menu choices for MemoryCall® Answering Service (MAS) based on the vendor platform serving the customer.

Table B MemoryCall® Answering Service Main Menu

NUMBER ENTERED:	OCTEL	BTI	ECC
"1"	Listen to Messages	Listen to Messages	Listen to Messages
"2"	Mailbox Features	N/A	Send (Reminder Feature)
"3"	N/A	Reminder Feature	N/A
"4"	N/A	N/A	Administrative Options
"5"	Restart	N/A	Restart
"6"	N/A	N/A	N/A

- continued -

RESTRICTED
Contains Private And/Or Proprietary Information.
May Only Be Used For Authorized BellSouth Business Purposes

Table B MemoryCall® Answering Service Main Menu (continued)

"7"	N/A	Restart	N/A
"8"	N/A	N/A	N/A
"9"	N/A	User Options	N/A
"0"	Repeat Main Menu	Play Help Script	Play Help Script
"*"	Exit/Disconnect	Exit/Disconnect	Exit/Disconnect
"1-1"	Listen to Unheard Messages	N/A	AutoPlay
"0-0"	N/A	N/A	Helpful Hints
"0-0-0"	N/A	N/A	Replay Full Tutorial

Contains Private And/Or Proprietary Information.
May Only Be Used For Authorized BellSouth Business Purposes
And Only By Authorized Individuals.

6.5.4 OCTEL Mailbox Operating Instructions

The following chart shows the most frequently used menu choices for a MemoryCall® Answering Service mailbox on an Octel platform. Other options may be available. Refer to detailed instructions in this section for additional information.

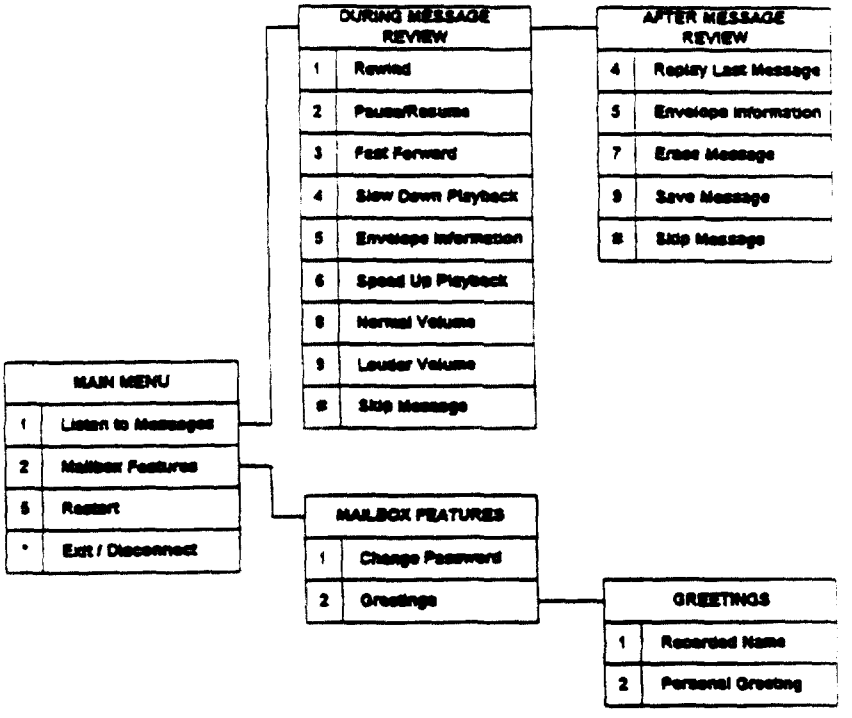


Figure 10 Octel MAS Menus

6.5.4.1 When Callers Record a Message:

Callers reaching the customer's mailbox can record a message after hearing the personal greeting. The following instructions apply when callers leave a message in the customer's mailbox.

During the greeting the caller can press:

- "#" to skip the greeting and begin recording; or
- "*" to cancel the message and return to the standard system greeting.

While recording a message the caller can:

RESTRICTED
Contains Private And/Or Proprietary Information.
May Only Be Used For Authorized BellSouth Business Purposes
And Only By Authorized Individuals.

- Hang up to send the message as is and disconnect;
- Press "*" to erase the message and re-record; or
- Press "#" or "1" to end the recording and hear more options. Those options include:
  - "1" — If the caller is satisfied with his/her message. Selecting "1" causes the message to be saved. No further changes to the message can be made by the caller.
  - "2" — Listen to the message.
  - "3" — To erase and re-record the message.
  - "4" — To continue recording where the caller left off.
  - "*" — Cancel message and return to standard system greeting.

Note: Callers will not be aware of the above options unless told about them in the customer's personal greeting. If the customer wants callers to know about these other choices, his/her greeting should include a statement such as *"After leaving your message, hang up or press 1 for more options."*

6.5.4.2 To Listen to Messages:

Customers can call into MemoryCall® from any touchtone-capable telephone to retrieve messages. The following instructions apply to message retrieval for MemoryCall® Answer Service mailboxes on Octel platforms:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "1."
3. Hear Date And Time When Message Recorded Or Last Saved.
4. During Message Review Press:
   - "1" — REWIND the current message back 10 seconds
   - "1-1" — Go to BEGINNING of current message
   - "2" — PAUSE/RESUME message review.
   - "3" — FAST FORWARD 10 seconds through the message
   - "3-3" — Go to END of current message
   - "4" — SLOW DOWN message playback
   - "5" — ENVELOPE INFORMATION: message date (recorded or last saved), time and length
   - "6" — SPEED UP message playback
   - "7-7" — ERASE AND SKIP to the next message
   - "8" — Return to NORMAL VOLUME
   - "9" — LOUDER VOLUME during message playback
   - "#" — SKIP the current message

Contains Private And/Or Proprietary Information.
May Only Be Used For Authorized BellSouth Business Purposes
And Only By Authorized Individuals.

- "#-#" — SKIP TO SAVED messages
- "*" — CANCEL message review and return to Main Menu

5. After Message Review Press:
   - "4" — REPLAY last message
   - "5" — ENVELOPE INFORMATION: message date (recorded or last saved), time and length
   - "7" — ERASE message just heard
   - "9" — SAVE message just heard
   - "#" — SKIP to the next message
   - "*" — CANCEL message review and return to Main Menu

Note: Once deleted messages cannot be un-erased or reheard. Pressing "5" at the Main Menu to restart the MemoryCall® session does not undelete messages.

6.5.4.3 To Change A Password:

MemoryCall® Answering Service customers can change their password at any time. Passwords prevent other parties from retrieving messages and insures the security of the customer's mailbox. Octel passwords can be from 5 to 15 digits in length. Use the following steps to change a password for a MAS mailbox:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "2" For MAILBOX FEATURES.
3. Press "1" For PASSWORD.
4. Follow Prompts To Enter New Password.

WARNING

Customers should write down passwords and store them in a safe place. Lost passwords will result in lost messages. A customer's mailbox must be re-established by BellSouth if a password is lost. The customer must contact BellSouth's Service Center to place an order for this purpose. When a mailbox is re-established, the mailbox is deleted and all messages, greetings and passwords are lost.

6.5.4.4 To Change A Greeting or Recorded Name:

MAS customers can record their own personal greeting at any time. Customers served by an Octel have the option of recording their own greeting or selecting a standard personal greeting. The standard personal greeting uses the Recorded Name to prompt callers to leave a message. The text of the standard personal greeting is *"At the tone, please record your message to*

RESTRICTED
Contains Private And/Or Proprietary Information.
May Only Be Used For Authorized BellSouth Business Purposes
And Only By Authorized Individuals.

[Recorded Name]. Beep." The Recorded Name is also heard by the customer when accessing his/her mailbox prior to the password prompt. To record a personal greeting or name:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "2" For MAILBOX FEATURES
3. Press "2" For GREETING/NAME. Then Enter One Of The Following:
   - "1" — NAME
   - "2" — PERSONAL GREETING. If "2" is selected, the customer is prompted further as follows:
     - Press "1" to use the standard personal greeting or
     - Press "2" to record a personal greeting.
4. Follow Prompts To Record And Save The New Greeting Or Name.

6.5.4.5 Miscellaneous Keys:

- From the Main Menu, Press "5" to RESTART the MemoryCall® session. The standard system greeting is heard asking the user to enter a mailbox number.
- Press "0" at any time for HELP or additional assistance.
- Press "*" at any time to CANCEL a command or EXIT a menu.
- Press "#" to COMPLETE an operation or SKIP to another message/prompt.

6.5.5 BTI Mailbox Operating Instructions

The following chart shows the most frequently used menu choices for a MemoryCall® Answering Service mailbox on a BTI platform. Other options may be available. Refer to detailed instructions in this section for additional information.

Contains Private And/Or Proprietary Information.
May Only Be Used For Authorized BellSouth Business Purposes

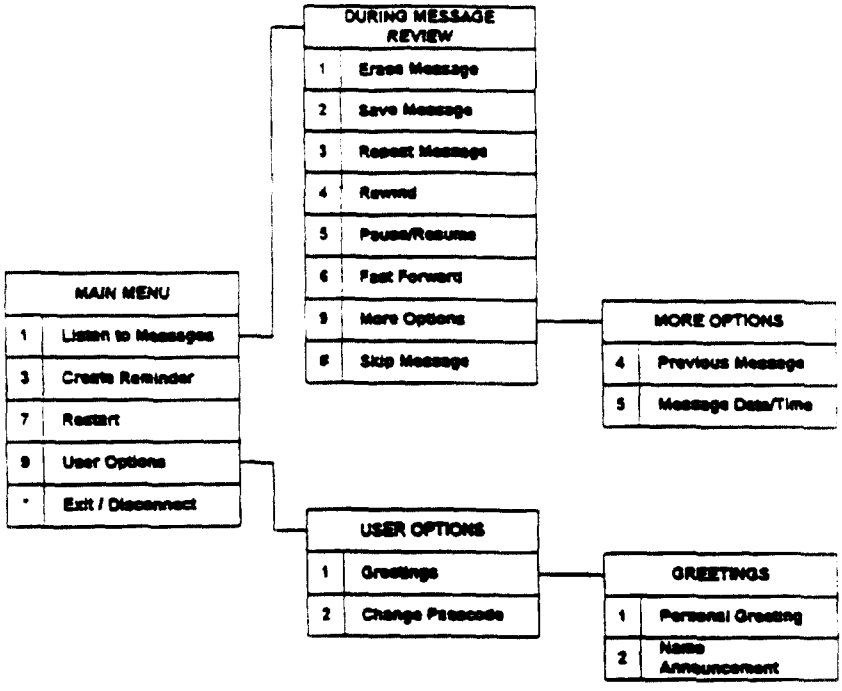


Figure 11 BTI MAS Menus

6.5.5.1 When Callers Record a Message:

Callers reaching the customer's mailbox can record a message after hearing the personal greeting. The caller can press "#" to skip the greeting and begin recording. After a message is recorded, the caller can either hang up or press "#" to save their message and disconnect. No other caller options are available with MAS on a BTI platform.

6.5.5.2 To Listen to Messages:

Customers can call into MemoryCall® from any touchtone-capable telephone to retrieve messages. The following instructions apply to message retrieval for MemoryCall® Answering Service mailboxes on BTI platforms:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "1."
3. Hear Date And Time When Message Recorded.
4. During Message Review Press:
   - "1" — ERASE the current message
   - "2" — SAVE message just heard

RESTRICTED
Contains Private And/Or Proprietary Information.
May Only Be Used For Authorized BellSouth Business Purposes
And Only By Authorized Individuals.

- "3" — REPEAT message
- "4" — REWIND the current message back 5 seconds
- "5" — PAUSE message review for 20 seconds or press any key to resume
- "6" — FAST FORWARD 5 seconds through the message
- "9" — MORE OPTIONS including:
  - "9–4" — Listen to the PREVIOUS MESSAGE
  - "9–5" — Hear the DATE/TIME the current message was received
- "0" for HELP
- "#" to SKIP the current message
- "*" to CANCEL message review and return to Main Menu

Note: Messages are not truly deleted until the customer hangs up or disconnects from his/her mailbox. Deleted messages can still be heard or saved by returning to the Main Menu and listening to the message again. Pressing "7" at the Main Menu to restart the MemoryCall® session will end the current session and delete all erased messages. Restart does not undelete messages.

6.5.5.3 To Change A Password:

MemoryCall® Answering Service customers can change their password at any time. Passwords prevent other parties from retrieving messages and insures the security of the customer's mailbox. In some BTI literature, passwords are referred to as passcodes. BTI Passwords/Passcodes can be from 5 to 10 digits in length. Use the following steps to change a password for a MAS mailbox:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "9" For USER OPTIONS.
3. Press "2" For PASSCODE.
4. Enter a 5–10 Digit Password. Then "1" To Keep Or "2" To Change.

WARNING

Customers should write down passwords and store them in a safe place. Lost passwords will result in lost messages. A customer's mailbox must be re-established by BellSouth if a password is lost. The customer must contact BellSouth's Service Center to place an order for this purpose. When a mailbox is re-established, the mailbox is deleted and all messages, greetings and passwords are lost.

Contains Private And/Or Proprietary Information.
May Only Be Used For Authorized BellSouth Business Purposes

6.5.5.4 To Change A Greeting or Recorded Name:

MAS customers can record their own personal greeting at any time. No standard personal greeting is available for customers served from a BTI platform. In addition to a greeting, customers must record a Name. The Recorded Name is heard by the customer when accessing his/her mailbox prior to the password prompt.

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "9" For USER OPTIONS.
3. Press "1" For GREETINGS/NAMES. Then Enter One Of The Following:
   - "1" — PERSONAL GREETING
   - "2" — NAME ANNOUNCEMENT
4. Follow Prompts To Record And Save The New Greeting Or Name.

6.5.5.5 To Create a Reminder Message:

MemoryCall® customers served from a BTI platform are allowed to record, schedule and send themselves a reminder message at any time during the next year. Up to three Reminder messages can be recorded, each up to 30 seconds in length. MemoryCall® service will call the customer's phone number and play back a Reminder message at the date and time scheduled. To use MemoryCall®'s Reminder feature, follow these instructions:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "3" For REMINDERS.
3. Select from either of the following:
   - "1" — Create a Reminder message.
     - Enter "2" to send the Reminder only once (required).
     - Follow prompts to schedule date and time for message delivery.
       - Enter the scheduled month (1 through 12) or press "#" for delivery within the next 24 hours.
       - Enter the date (1 through 31). Not required if "#" already entered.
       - Enter the time (e.g. 715 for 7:15).
       - Indicate AM (1) or PM (2) delivery.
     - Record message.
     - Press "#" to end recording.
     - Reminder saved and scheduled. User returned to Main Menu.
   - "2" — Review or cancel an existing Reminder.
     - Listen to number of Reminders set.
     - Press "2" to continue or "*" to exit Reminder feature.

RESTRICTED
Contains Private And/Or Proprietary Information.
May Only Be Used For Authorized BellSouth Business Purposes
And Only By Authorized Individuals.